

DOCUMENT RESUME

EL 086 856

95

CE 000 890

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TITLE T.O.P.S. Total Office Procedure Systems; Glossary of
Key Words. Vocational Reading Power Project, Title
III, E.S.E.A.
INSTITUTION Oakland County Schools, Pontiac, Mich.
SPONS AGENCY Bureau of Elementary and Secondary Education
(DHEW/OE), Washington, D.C.; Michigan State Dept. of
Education, Lansing.
REPORT NO MDE-0671
PUB DATE Nov 72
NOTE 63p.; For related documents, see CE 000 872-889, CE
000 891
EDRS PRICE MF-\$0.65 HC-\$3.29
DESCRIPTORS *Business Education; *Definitions; *Glossaries;
*Office Management; *Office Occupations Education;
Office Practice; Vocational Education
IDENTIFIERS Elementary Secondary Education Act Title III; ESEA
Title III

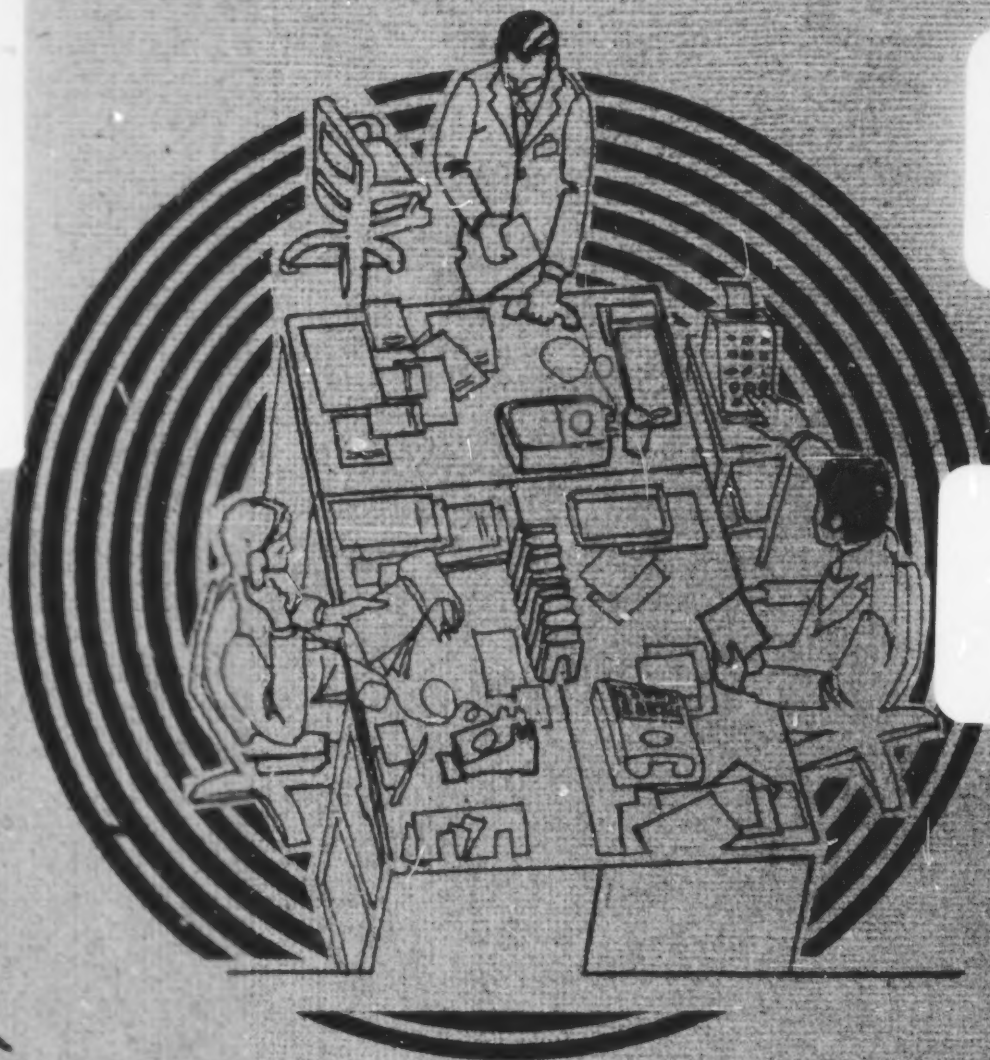
ABSTRACT

The glossary is one of twenty in various subject areas of vocational education designed to assist the student in vocabulary mastery for particular vocational education courses. They are part of the Vocational Reading Power Project, Title III, E.S.E.A. This glossary is for a course in total office procedure systems. It is divided into two parts: one provides the student with two definitions for each term listed; the second part lists the same words with space for the student's definition. It is intended that upon completion of the course, mutually agreeable definitions for each term will be arrived at by the instructor and the students. These definitions will be made available to future students taking the course. (AG)

T.O.P.S.

BEST COPY AVAILABLE

Total Office Procedure Systems Glossary of Key Words



**Vocational Reading Power
E.S.E.A. Title III**



CE-000899

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The preparation of this material was
supported by U.S.O.E. Grant: M.D.E. 0671

November, 1972

To The Student

This Glossary of Key Words was prepared to help you in your course. The words that follow were judged by your instructor to be the most important for you to understand.

Directions

The Glossary is divided into two parts. The first part lists the key words at the left side of the page. Across from the key words are two definitions for that word. The "A" definition is more difficult and specific. The "B" definition is easier and more general. During a learning activity, you are to use both definitions to help you understand. After the learning activity, you are to write your definition of the word as you understand it.

The second part just lists words. There is space for you to write your understanding of those words. Also, at the end of the booklet are blank lines. Here, you and your instructor will list and define the words which were left out.

At the end of the course, your definitions and the instructor's definitions will be joined together. These will be printed and given to the students who come after you have graduated. It is hoped that, with your help, the future students of vocational education will be greatly benefited.

- a) PRIMARY
- b) SECONDARY

ARO

- a) Abbreviation for "after receipt of order".
- b) Same.

ACCOUNT

- a) A formal record of the debits and credits relating to the person named (or caption placed) at the head of the ledger account.
- b) A printed form on which money transactions are kept.

ACCOUNT NUMBER

- a) The number assigned to an account to indicate its placement in a ledger.
- b) Same.

ACCOUNTS PAYABLE

- a) Those accounts with creditors.
- b) Those accounts to which money is owed.

ACCOUNTS RECEIVABLE

- a) Those accounts from which money will be received.
- b) Same.

AGENDA

- a) A list, outline, plan of things to be done.
- b) A schedule of business to be covered at a meeting.

ALIGN

- a) To bring into line.
- b) Same.

ALPHA-NUMERIC FILING

- a) A system for filing records in alphabetical sequence with the use of numbers.
- b) Filing records by number with an alphabetic cross-reference file.

ALPHABETIC

- a) In order of the alphabet.
- b) Same.

ALPHABETIZE

- a) To arrange in the order of the alphabet.
- b) Same.

APPLICATION BLANK

- a) A form for obtaining from job applicants the information needed by a company to process a new employee.
- b) A form filled out when applying for a job.

ARO

ACCOUNT

ACCOUNT NUMBER

ACCOUNTS PAYABLE

ACCOUNTS RECEIVABLE

AGENDA

ALIGN

ALPHA-NUMERIC FILING

ALPHABETIC

ALPHABETIZE

APPLICATION BLANK

- a) PRIMARY
- b) SECONDARY

ATTENTION LINE

- a) A line two spaces below the inside address of a letter that indicates the letter should be seen by a specific person.
- b) A notation directing correspondence to a specific person or department.

BACK ORDER

- a) A term to denote materials to be shipped at a later date.
- b) To be shipped later.

BACKSPACE

- a) To move the typewriter carriage or element to the preceding space(s).
- b) To move to the preceding space(s).

BALANCE

- a) Noun: Equality between the totals of the two sides of an account.
Verb: To add up the two sides of an account and determine the difference.
- b) Noun: The amount on hand in an account.
Verb: Determining the amount on hand in an account.

BALANCE FORWARD

- a) To transfer a total from one sheet to another.
- b) Same.

BANK STATEMENT

- a) The record of deposits and withdrawals made during a month and the balance in the depositor's account at that time.
- b) A monthly summary showing current account balance.

BELT

- a) Any encircling or transverse band, strip or stripe.
- b) A device to hold dictated material to be played back on a transcribing machine.

BILLING

- a) An itemized account of indebtedness for goods sold, services rendered, etc.
- b) The typing of invoices.

BI-WEEKLY

- a) Occuring or appearing every two weeks.
- b) Every two weeks.

BOARD FOOT

- a) A unit of measure equal to the cubic contents of a piece of lumber one foot square and one inch thick, used in measuring logs and lumber.
- b) Used for measuring lumber.

ATTENTION LINE

BACK ORDER

BACKSPACE

BALANCE

BALANCE FORWARD

BANK STATEMENT

BELT

BILLING

BI-WEEKLY

BOARD FOOT

- a) PRIMARY
- b) SECONDARY

BODY

- a) The main part of a document as distinguished from the title, preface or appendixes.
- b) The message part of the letter.

BOND

- a) Bond paper.
- b) Strong typing paper.

BOOKKEEPER

- a) One who keeps account books.
- b) Same.

BOUND

- a) Secured within a cover, as a book.
- b) Same.

BROUGHT FORWARD

- a) An amount transferred from a previous page.
- b) Same.

BUDGET

- a) An itemized allotment of funds for a given period.
- b) An estimate for an amount for a future period of time.

C

- a) A hundred dollar bill. Roman numeral C = 100.
- b) 100.

COD

- a) Abbreviation for cash on delivery.
- b) Same.

CWT

- a) Per hundred weight.
- b) Per hundred pounds.

CALCULATE

- a) To ascertain by mathematical methods, compute.
- b) To add, multiply, subtract or divide.

CALENDAR

- a) A list or register especially one arranged chronologically.
- b) A list of appointments by date.

CALL DIRECTOR

- a) A telephone that permits one to answer many lines from one location and allows for transfer of calls and outside calls from this location.
- b) A desk-top switchboard.

BODY

BOND

BOOKKEEPER

BOUND

BROUGHT FORWARD

BUDGET

C

COD

CWT

CALCULATE

CALENDAR

CALL DIRECTOR

- a) PRIMARY
- b) SECONDARY

CANCELLED CHECK

- a) A check that has been paid by the bank and returned to the depositor with his bank statement.
- b) Processed checks returned by the bank.

CAPITALIZE

- a) To write or print with an initial capital or in capitals.
- b) To type with an initial capital or in capitals.

CAPTION

- a) A heading or title, as of a chapter, article or page.
- b) Divisions of the file printed on guide tabs.

CARBON COPY

- a) A duplicate copy made by placing carbonized paper between two or more sheets.
- b) A duplicate copy made by using carbon paper.

CARRIED FORWARD

- a) An amount transferred from a previous page.
- b) Same.

CASH DISCOUNT

- a) A deduction allowed for prompt payment.
- b) Same.

CASH PAYMENTS

- a) A transaction involving the disbursement of cash.
- b) The payment of money.

CASH RECEIPTS

- a) Money, checks received.
- b) Monies received.

CENTER
(Horizontal and
Vertical)

- a) To place or fix at or around a center or central area or position.
- b) To type in the middle.

CERTIFIED MAIL

- a) A method of marking that provides a receipt for the sender and a record of delivery only (with no insurance coverage).
- b) Mailing with a receipt.

CHAIN DISCOUNT

- a) A series of discounts on one amount.
- b) Same.

CANCELLED CHECK

CAPITALIZE

CAPTION

CARBON COPY

CARRIED FORWARD

CASH DISCOUNT

CASH PAYMENTS

CASH RECEIPTS

CENTER
(Horizontal and
Vertical)

CERTIFIED MAIL

CHAIN DISCOUNT

- a) PRIMARY
- b) SECONDARY

CHECK

- a) (1) To note with a mark as to indicate examination or correctness.
- (2) A written order usually on a standard printed form directing a bank to pay money.
- b) (1) To verify.
- (2) Same.

CHECK REGISTER

- a) The name frequently used to describe the form of the cash payments journal that is used with the voucher system.
- b) A record of checks written.

CHECK STUB

- a) Provided for each check on which information regarding the disbursement is entered at the time the check is written.
- b) Record of checks written and deposits made.

CHECKING ACCOUNT

- a) An account with a bank that permits the depositor to withdraw cash by check.
- b) Account used for withdrawing cash by check.

CIVIL SERVICE

- a) Public service concerned with all affairs not military, naval, legislative, or judicial.
- b) Government (federal, state, county, etc.) employment of civilians.

CLASSIFIED

- a) To arrange or distribute in classes; place according to class.
- b) (1) Phone directory arranged by subject (yellow pages).
- (2) Newspaper ads arranged alphabetically.

CLEAR(ING)

- a) Free from contact with anything that encumbers.
- b) To free a machine of any registered numbers.

CLERICAL

- a) Pertaining to a clerk or copyist or to clerks.
- b) Pertaining to general office work.

CLERK

- a) One employed in an office, shop, etc., to keep records or accounts, attend to correspondence, etc.
- b) Same.

CHECK

CHECK REGISTER

CHECK STUB

CHECKING ACCOUNT

CIVIL SERVICE

CLASSIFIED

CLEAR(ING)

CLERICAL

CLERK

- a) PRIMARY
- b) SECONDARY

CODING

- a) To translate into a code.
- b) Marking the title under which an item will be filed.

COLLATE

- a) To integrate and arrange in order.
- b) Assemble in order.

COLLATOR

- a) To verify the arrangement of, as the sheets of a book after they have been gathered.
- b) A machine which assists in assembling papers.

COLON

- a) A point of punctuation marking off a main portion of a sentence.
- b) Same.

COLUMN

- a) One of the two or more vertical rows of lines of type or printed matter of a page.
- b) A verticle row of numbers or words.

COLUMN HEADING

- a) A title of a vertical row of words or figures.
- b) Same.

COMMISSION

- a) The allowance made to a factor or agent for transacting business for another.
- b) Method of wage earning, usually a percentage.

COMPLEMENT

- a) That which fills up or completes.
- b) That number which when added to another number equals ten or a multiple of ten.

COMPLIMENTARY CLOSE

- a) Written on the second line below the body of the letter, officially ending the correspondence.
- b) A courteous notation signifying the end of the letter.

COMPUTE

- a) To determine by calcaulation.
- b) Add, subtract, multiply or divide.

CONFIRM

- a) To render valid by formal assent; ratify.
- b) Written approval of a telephone request.

CODING

COLLATE

COLLATOR

COLON

COLUMN

COLUMN HEADING

COMMISSION

COMPLEMENT

COMPLIMENTARY CLOSE

COMPUTE

CONFIRM

- a) PRIMARY
- b) SECONDARY

CONSTANT

- a) A quantity assumed to be unchanged throughout a given discussion.
- b) A number used continually throughout a calculation.

CONTINUOUS FEED

- a) Labels, forms, paper, etc., easily separated at proper intervals.
- b) Same.

CONTROL CARD
(Account)

- a) A general ledger account or card that summarizes all accounts in a subsidiary ledger.
- b) A summary card (account).

CONVERT

- a) To change into an equivalent of a different nature.
- b) To change a number to a different form without changing the value.

COPY

- a) An imitation, transcript or reproduction of an original work.
- b) Same.

CORRECTED COPY

- a) Retyped or corrected material to specifications.
- b) Copy made mailable.

CORRECTING ENTRY

- a) Entries made to correct errors.
- b) Same.

CORRECTION FLUID

- a) Liquid brushed on to cover errors.
- b) Same.

COURTESY COPY

- a) Duplicated letter sent for informational purposes.
- b) Carbon copy.

CREDIT

- a) An entry or the total shown on the credit side.
- b) An entry on the right side of an account.

CREDIT BALANCE

- a) When credit entries in an account are greater than debit entries, the account has a credit balance.
- b) When a number is subtracted from a smaller number.

CONSTANT

CONTINUOUS FEED

CONTROL CARD
(Account)

CONVERT

COPY

CORRECTED COPY

CORRECTING ENTRY

CORRECTION FLUID

COURTESY COPY

CREDIT

CREDIT BALANCE

- a) PRIMARY
- b) SECONDARY

CREDIT CARD

- a) An embossed metal or plastic plate that is used to identify a customer who has a charge account.
- b) A charge account card.

CREDIT LIMIT

- a) A pre-established amount to indicate the sales level authorized for a customer.
- b) Allowable sales or account to a customer.

CREDIT MEMORANDUM

- a) A business form that contains a record of the amount of credit granted by the seller for returns, allowances and similar items.
- b) Notation of sales return or allowance on sale.

CROSS REFERENCE

- a) A reference from one part of a book, etc., to a work, item, etc., in another part.
- b) A notation to assist in filing.

CUBIC

- a) Of three dimensions.
- b) Same.

CUMULATIVE

- a) Increasing or growing by accumulation or successive additions.
- b) Successive additions.

CUSHION SHEET

- a) Used as a backing when preparing stencils for a better impression.
- b) Same.

CUT

- a) To trim by clipping, cutting, shearing, pruning, or paring.
- b) Position of file folder tabs.

DATA PROCESSING

- a) The recording, sorting, classifying, calculating, summarizing, and reporting of facts.
- b) The movement of office information.

DATA SHEET

- a) An outline in clear form of the important facts about one's background that will be of value to an employer in determining whether a person is a good candidate for a position.
- b) A summary of job qualifications -- also called a resume.

- a) PRIMARY
- b) SECONDARY

CREDIT CARD

CREDIT LIMIT

CREDIT MEMORANDUM

CROSS REFERENCE

CUBIC

CUMULATIVE

CUSHION SHEET

CUT

DATA PROCESSING

DATA SHEET

- a) PRIMARY
- b) SECONDARY

- DATE
- a) To record the date.
 - b) Same.
- DEBIT
- a) Any entry or the total shown on the debit side.
 - b) An entry on the left side of an account.
- DECIMAL EQUIVALENT
- a) A fraction stated in decimal form for entry into calculating equipment.
 - b) A fraction in decimal form.
- DECIMAL
- a) Pertaining to tenths or to the number ten.
 - b) A number preceded by (.).
- DECIMAL PLACE
- a) The number of digits following a decimal point.
 - b) Same.
- DELINQUENT ACCOUNT
- a) An account that has not been paid on time.
 - b) Same.
- DEPOSIT
- a) To place for safekeeping or in trust.
 - b) To put money in a bank account.
- DICTATION
- a) The act or manner of uttering words to be written by another.
 - b) Words spoken in a rate to be recorded.
- DIGIT
- a) Any one of the Arabic figures (0, 1, 2, etc.).
 - b) Same.
- DIRECT DIALING
(Distance)
- a) A method of placing all phone calls by using the dial on your telephone.
 - b) Same.
- DIRECTORY
- a) A book or billboard containing an alphabetical list of the names and addresses of people in a city, district, building, etc.
 - b) An alphabetical listing of names and phone numbers.

DATE

DEBIT

DECIMAL EQUIVALENT

DECIMAL

DECIMAL PLACE

DELINQUENT ACCOUNT

DEPOSIT

DICTATION

DIGIT

DIRECT DIALING
(Distance)

DIRECTORY

- a) PRIMARY
- b) SECONDARY

DIRECTORY TYPEWRITER

- a) A typewriter which prints in extra large type usually used for speeches.
- b) Same.

DISCOUNT

- a) A deduction made from a gross sum, to deduct from an account, debt, etc.
- b) A deduction.

DISCOUNT RATE

- a) Percentage used to determine a deduction.
- b) Same.

DOMESTIC MAIL

- a) Mail sent within the U. S., its territories and possessions, Army-Air Force (APO) and Navy (FPO) post offices, and also mail for delivery to the United Nations, New York City.
- b) Mail within the United States.

DRAFT

- a) Constituting a preliminary or tentative version, sketch or outline.
- b) A work copy.

DUPLICATE

- a) To make an exact copy.
- b) Same.

DUPLICATOR PAPER

- a) Paper used for the fluid (spirit, liquid) duplicator.
- b) Same.

ELECTRONIC CALCULATOR

- a) A machine that performs mathematical operations electronically.
- b) Same.

ELECTRONIC PRINTING
CALCULATOR

- a) A machine that performs mathematical operations electronically and lists computations on tape.
- b) Same.

ELEMENT

- a) A component or constituent part of a whole.
- b) The printing ball on a Selectric Typewriter.

DIRECTORY TYPEWRITER

DISCOUNT

DISCOUNT RATE

DOMESTIC MAIL

DRAFT

DUPLICATE

DUPLICATOR PAPER

ELECTRONIC CALCULATOR

ELECTRONIC PRINTING
CALCULATOR

ELEMENT

- a) PRIMARY
- b) SECONDARY

EMPLOYMENT AGENCY

- a) A commercial or other bureau which aids in finding jobs with or without charge.
- b) Same.

ENCLOSURE

- a) Something enclosed.
- b) Item sent with a business letter.

ENCLOSURE NOTATION

- a) A notation at the end of a letter to remind the sender to include the enclosure and to alert the addressee to check to see that the material is included in the envelope.
- b) A typed reminder on a letter to indicate something is being sent with the letter.

ENDORSE (MENT)

- a) To write on the back of; specifically to sign one's name as payee on the back of a check in order to obtain the cash or credit represented on the face of the document.
- b) The signature of the payee on the back of a check.

ENTER

- a) To make a beginning or start.
- b) To record.

ENTRY

- a) The act of entering into a record, list, etc.
- b) An item put into or on (a machine, card, etc.).

EXECUTIVE TYPEWRITER

- a) A proportional spacing typewriter which resembles printing in a book.
- b) A typewriter that has varying letter spacing.

EXPENSE REPORTS

- a) An itemized account of travel and/or business expenses.
- b) Business expense report.

EXTEND

- a) To transfer (figures) from one column to another in bookkeeping, invoices, etc.
- b) To multiply quantity by unit price.

FOB (Free on Board)

- a) Indicates the point to which freight is paid by the shipper.
- b) Freight paid by shipper to location shown.

EMPLOYMENT AGENCY

ENCLOSURE

ENCLOSURE NOTATION

ENDORSE(MENT)

ENTER

ENTRY

EXECUTIVE TYPEWRITER

EXPENSE REPORTS

EXTEND

FOB (Free on Board)

- a) PRIMARY
- b) SECONDARY

FILE CABINET

- a) A cabinet in which papers, etc., are arranged or classified for convenient reference.
- b) Drawers to store files.

FICA (Federal Insurance
Contribution Act)

- a) Social Security taxes.
- b) Same.

FILE COPY

- a) A duplicate of any document for permanent record.
- b) Carbon copy for permanent record.

FILING (Alpha, Numeric,
Geographic, Subject)

- a) A collection of papers so arranged or classified; any orderly collection of papers, etc.
- b) Arranging business papers for reference.

FIXED DECIMAL

- a) A decimal point that remains in the same place throughout a machine computation.
- b) Same.

FLUID (Spirit, Liquid)
DUPLICATOR

- a) A duplicating machine that reproduces copy from a carbon master with the use of a special fluid chemical.
- b) A duplicating machine that uses special fluid.

FOLDER

- a) An outer cover, usually a folded sheet of light cardboard, for papers.
- b) A container for papers.

FOLLOW-UP FILE

- a) A file established to call attention to matters on the exact date when action must be taken.
- b) Same.

FOLLOW-UP LETTER

- a) A letter to a prospective employer to remind him of your availability for the position for which he interviewed you.
- b) Same.

FOOTING

- a) Act of adding up a column of figures, the sum total of such a column.
- b) Pencil totals written in small figures.

FILE CABINET

FICA (Federal Insurance
Contribution Act)

FILE COPY

FILING (Alpha, Numeric,
Geographic, Subject)

FIXED DECIMAL

FLUID (Spirit, Liquid)
DUPLICATOR

FOLDER

FOLLOW-UP FILE

FOLLOW-UP LETTER

FOOTING

- a) PRIMARY
- b) SECONDARY

FOOTNOTE

- a) A note or comment at the foot of a page, referring to a specific part of the text on the page.
- b) An explanatory comment at the bottom of a page.

FORM LETTER

- a) A letter composed to respond to many letters of a similar nature.
- b) A duplicated letter in which information may be inserted.

FRINGE BENEFIT

- a) Compensations other than wages received for services.
- b) Insurance, vacations, sick leave, etc., received from an employer.

FULL-KEY ADDING MACHINE

- a) An adding machine with from five to twenty columns of keys ranging in ascending order from 1 to 9, used primarily for addition and subtraction.
- b) An adding machine with several rows of keys used mostly for adding and subtracting.

GROSS

- a) A unit consisting of 12 dozen.
- b) 144.

GROSS AMOUNT

- a) Whole, entire, or total, especially without having been subjected to deduction as for charges, loss, etc.
- b) An amount before deductions.

GUIDE

- a) A mark or the like to direct the eye.
- b) A heavy card for dividing files.

HOLD BUTTON

- a) A button on a telephone used to hold a call while you make or answer another call.
- b) Same.

HOME ROW

- a) The keys on an office machine over which the hands normally are held in order to operate by the touch method.
- b) Machine keys over which your hands rest.

INCOMING CALL

- a) A telephone call from another location.
- b) Same.

FOOTNOTE

FORM LETTER

FRINGE BENEFIT

FULL-KEY ADDING MACHINE

GROSS

GROSS AMOUNT

GUIDE

HOLD BUTTON

HOME ROW

INCOMING CALL

- a) PRIMARY
- b) SECONDARY

INDEX

- a) To enter in an index as a word.
- b) To enter a number into the keyboard of a calculating machine.

INDEXING UNIT

- a) Each part of the name of an individual or company to be considered for filing purposes.
- b) Words or letters to be considered for filing.

INDIVIDUAL FOLDER

- a) A file folder assigned to hold material regarding one individual, company, or firm.
- b) A container holding correspondence regarding one company.

INSIDE ADDRESS

- a) The address of the recipient of a letter typed on the letter itself above the salutation.
- b) Address to where letter will be sent typed on letter.

INTERVIEW

- a) A meeting of persons face to face, especially for formal conference.
- b) Meeting with possible employer.

INVOICE

- a) An itemized bill containing the prices which comprise the total charge.
- b) Bill for goods purchased.

ITINERARY

- a) An account of a journey, a record of travel.
- b) Typed schedule for day's activities.

JOB CLASSIFICATION

- a) Description of duties and skills of jobs by common title.
- b) Job title.

LABEL

- a) A slip of paper or other material, marked or inscribed for affixing to something to indicate its nature, ownership, destination, etc.
- a) To affix a label to; mark with a label.
- b) A small card or tag.
- b) To mark.

INDEX

INDEXING UNIT

INDIVIDUAL FOLDER

INSIDE ADDRESS

INTERVIEW

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ITINERARY

JOB CLASSIFICATION

LABEL

- a) PRIMARY
- b) SECONDARY

LATERAL FILE

- a) A device, as a cabinet, in which papers, etc., are arranged or classified for convenient reference.
- b) An open sliding shelf to hold files.

LEADERS

- a) A row of dots or short lines to lead the eye across a space.
- b)

LEDGER

- a) An account book of final entry containing all the accounts.
- b) A book in which all accounts are kept.

LEDGER CARD

- a) A record of a single account showing entries and balance.
- b) A card with single account record.

LETTER OF APPLICATION

- a) A direct, concise letter in which one states clearly the position in which he is interested for employment purposes.
- b) A letter applying for a job.

LETTER OF TRANSMITTAL

- a) A letter that accompanies materials sent to other persons.
- b) Same.

LETTERHEAD

- a) A sheet of stationery printed or engraved, usually with the name and address of an organization.
- b) Typing paper with the company identification printed on it.

LETTER STYLE (Block, Modified Block)

- a) The placement of a letter on the page.
- b) Same.

LOCAL CALL

- a) A telephone call made within a specified area within your locality set by the phone company.
- b) Calls for which there is no extra charge.

M

- a) Roman numeral - M = 1,000.
- b) Per thousand.

LATERAL FILE

LEADERS

LEDGER

LEDGER CARD

LETTER OF
APPLICATION

LETTER OF TRANSMITTAL

LETTERHEAD

LETTER STYLE (Block,
Modified Block)

LOCAL CALL

M

- a) PRIMARY
- b) SECONDARY

MESC

- a) Michigan Employment Security Commission.
- b) The state of Michigan employment agency.

JOURNAL

- a) A book in which all transactions are entered in systematic form to facilitate posting in the ledger.
- b) Contains a complete list of all transactions in the order in which they take place.

KEY-DRIVEN CALCULATOR

- a) A machine that performs mathematical operations mechanically.
- b) A calculating machine with rows of keys that register numbers immediately upon depressing keys.

MAILABILITY

- a) The quality or state of being mailable.
- b) A measure to determine if typing is usable.

MAILABLE

- a) Adapted for mailing.
- b) Suitable to be mailed.

MAILING LIST

- a) A list of names and addresses on sheets or cards usually for recurring mailings.
- b) A list to be used for mailing purposes.

MANUAL

- a) Operated by hand.
- a) A small book.
- b) Non-electric.
- b) Same.

MANUSCRIPT

- a) A written or typewritten composition or document as distinguished from a printed copy.
- b) Typed report.

MARKON

- a) Original increase over cost to arrive at the original selling price.
- b) Added to cost of item for profit purposes.

MESC

JOURNAL

KEY-DRIVEN CALCULATOR

MAILABILITY

MAILABLE

MAILING LIST

MANUAL

MANUSCRIPT

MARKON

- a) PRIMARY
- b) SECONDARY

MERIT RATING

- a) Appraisal of work performed for salary purposes.
- b) Method of determining increase in pay.

MEMORANDUM, MEMO

- a) An informal record; a written reminder.
- b) Informal correspondence.

MEMORY

- a) The mental capacity or faculty of retaining and reviving impressions or of recalling or recognizing previous experiences.
- b) The device on a calculator to hold an amount for future use.

METERED MAIL

- a) Postage put on correspondence by a machine.
- b) Same.

MIMEOGRAPH

- a) A stencil device for duplicating letters, drawings, etc.
- b) Ink process duplicating machine.

MIMEOGRAPH PAPER

- a) Paper used for the mimeograph machine, absorbent and of a more grainy surface than duplicator or bond.
- b) Paper to be used on mimeograph machine.

MISCELLANEOUS

- a) Having various qualities or aspects; dealing with various subjects.
- b) General or various items.

MISCELLANEOUS FOLDER

- a) A filing folder which is maintained for every alphabetic primary guide and contains documents of more than one person or firm.
- b) Container for various firms or subjects.

N/A

- a) Not applicable.
- b) Does not apply.

NCR PAPER

- a) A chemically treated paper that makes duplicate copies without the use of carbon paper.
- b) Treated paper for duplicates without carbon paper.

MERIT RATING

MEMORANDUM, MEMO

MEMORY

METERED MAIL

MIMEOGRAPH

MIMEOGRAPH PAPER
(Mimeo Paper)

MISCELLANEOUS

MISCELLANEOUS FOLDER

N/A

NCR PAPER

- a) PRIMARY
- b) SECONDARY

NET

- a) Remaining after the deduction of all charges, outlay, loss, etc.
- b) After deductions.

NON-ADD KEY

- a) An adding machine key that enters a figure on the tape, but does not register into total amount.
- b) Lists but does not add.

ORGANIZATIONAL CHART

- a) A diagram showing the structure of an organization and the relationship between workers.
- b) Picture showing lines of responsibility and authority within a company.

ORIGINAL

- a) The source or cause from which something arises; a work composed firsthand.
- b) The paper typed on.

OUT GUIDE

- a) A pressboard guide with the word "OUT" printed on its tab to indicate something has been removed from the file.
- b) A card to replace material removed from a file.

OUTGOING CALL

- a) A telephone call to an outside location or party.
- b) A call being placed.

OUTGOING MAIL

- a) Mail sent out.
- b) Same.

OVERDUE

- a) A bill not paid by the assigned date.
- b) A bill not paid on time.

OVERTIME

- a) Time which one works before or after regular working hours.
- b) Time beyond the regular work assignment for which extra hourly wages are paid.

PARCEL POST

- a) Fourth-class mail and used for sending merchandise, books, printed matter, and other bulky material.
- b) Method of sending bulky mail.

NET

NON-ADD KEY

ORGANIZATIONAL CHART

ORIGINAL

OUT GUIDE

OUTGOING CALL

OUTGOING MAIL

OVERDUE

OVERTIME

PARCEL POST

- a) PRIMARY
- b) SECONDARY

PAST DUE

- a) Not taken care of by an assigned date.
- b) Same.

PAYABLE

- a) That is to be paid; due.
- b) Due.

PAYEE

- a) The person or business to whom a check or draft is made payable.
- b) The person to whom a check is made out.

PAYROLL

- a) A roll or list of persons to be paid with the amounts due.
- b) A listing of all employees to be paid.

PEGBBOARD SYSTEM

- a) A standardized system of manual accounting in which a single entry appears on one or more records while only having been written once.
- b) A journal entry posted immediately by use of carbon.

PERCENT OF CHANGE

- a) The difference between two amounts based on the previous or initial, amount, converted to a percent.
- b) Amount of difference divided by previous amount and converted to a percent.

PERCENTAGE

- a) The allowance, rate of interest, discount, etc., on a hundred.
- b) Rate per hundred.

PERSON-TO-PERSON CALL

- a) A long distance call directed to a specific person, room number, extension number or department.
- b) A long distance call where charges begin only when the person is reached.

PERSONAL CALL

- a) Using a business telephone to transact private matters.
- b) Same.

PAST DUE

PAYABLE

PAYEE

PAYROLL

PEGBOARD SYSTEM

PERCENT OF CHANGE

PERCENTAGE

PERSON-TO-PERSON CALL

PERSONAL CALL

- a) PRIMARY
- b) SECONDARY

PERSONNEL

- a) The body of persons employed in any work undertaking or service (distinguished from materials).
- b) Employees.

PETTY CASH FUND

- a) A small fund of cash that is kept on hand to provide the money needed for making small payments or for making change.
- b) A cash fund for small payment.

PHOTOCOPIER

- a) A machine that makes duplicates by a photo process.
- b) A machine that "takes pictures" of documents.

PLACEMENT

- a) Location, arrangement.
- a) Act of employment office or employer in filling a job or position.
- b) Arrangement of typed matter.
- b) Filling a job or position.

POST

- a) To transfer or carry (an entry or item) especially from the journal to the ledger, to enter properly in a book.
- b) To transfer journal items and information to the appropriate account.

POSTDATED

- a) To date (an instrument such as a check or invoice) with a date later than the current date.
- b) To put a future date on something.

POSTSCRIPT (P.S.)

- a) A note or series of notes appended to a completed letter, article, or book.
- b) A short message typed two lines below all other notations.

PRIMARY GUIDE

- a) A major division into which a file system is divided.
- b) A heavy card noting major file divisions.

PROOFREAD

- a) To read and mark corrections.
- b) To check for accuracy.

PERSONNEL

PETTY CASH FUND

PHOTOCOPIER

PLACEMENT

POST

POSTDATED

POSTSCRIPT (P.S.)

PRIMARY GUIDE

PROOFREAD

- a) PRIMARY
- b) SECONDARY

PROOFREADER'S MARKS

- a) Marks used to indicate corrections of a typed or printed document prior to final typing or printing.
- b) Correction marks.

PUNCTUATION
(Mixed, Open)

- a) The act, practice or system of inserting standardized marks or signs in written matter to clarify the meaning and separate structural units.
- b) Marks to clarify meaning and structure of writing.

PURCHASE ORDER

- a) A business form prepared by the buyer that describes the merchandise to be purchased, sometimes used as a contract between the buyer and seller.
- b) A written method of ordering goods or services.

QUANTITY DISCOUNT

- a) A deduction allowed for large purchases.
- b) Same.

QUIRE

- a) A set of 24 uniform sheets of paper.
- b) The unit used in ordering stencils (24 stencils to a quire.)

QUOTE (Quotation)

- a) To name the current price of anything as a commodity, stock, etc.
- b) A list of goods and current prices sent upon request.

REAM

- a) Standard quantity among paper dealers meaning 20 quires or 500 sheets (formerly 480 sheets).
- b) 500 sheets of paper.

RECALL

- a) To call back; summon to return.
- b) The term used to bring a number out of memory in a calculator.

RECEIPT

- a) A writing, acknowledging the taking or receiving of goods or money.
- b) Written proof of payment.

PROOFREADER'S MARKS

PUNCTUATION
(Mixed, Open)

PURCHASE ORDER

QUANTITY DISCOUNT

QUIRE

QUOTE (Quotation)

REAM

RECALL

RECEIPT

- a) PRIMARY
- b) SECONDARY

RECEPTIONIST

- a) A person employed to receive callers, as in an office.
- b) A person who usually receives callers and directs incoming calls.

RECIPROCAL

- a) Corresponding to each other as by being equivalent or complementary.
- b) Used when converting division problems to multiplication problems on adding machines.

RECONCILE

- a) To adjust, settle, to make consistent.
- b) Comparison of check stubs and bank statement.

REIMBURSE

- a) To pay back, repay.
- b) Same.

REFERENCE INITIALS

- a) Initials of the dictator of a letter and/or the typist's initials located below the closing of a letter.
- b) Typist's initials.

REFERENCES

- a) A person to whom one refers for testimony as to one's character, abilities, etc.
- b) Individuals who are willing to give recommendations as to your skills or character for job purposes.

REPEAT KEY (or BAR)

- a) The key on calculation equipment that repeats an indexed number in a calculation.
- b) Same.

REPLENISH

- a) To fill again especially after having been emptied.
- b) To replace cash in the petty cash fund for bills paid.

REPORT

- a) To make a written record or summary.
- b) Manuscript.

RECEPTIONIST

RECIPROCAL

RECONCILE

REIMBURSE

REFERENCE INITIALS

REFERENCES

REPEAT KEY (or BAR)

REPLENISH

REPORT

- a) PRIMARY
- b) SECONDARY

REQUISITION

- a) Formal application made by one officer or department to another for things needed in the service or business.
- b) To order.
A form used for placing orders through the purchasing department.

RESUME'

- a) A summary; a summing.
- b) Another word for data sheet, a summary of job qualifications.

RETAIL PRICE

- a) The price of goods to the consumer.
- b) Same.

RETURN RECEIPT
REQUESTED

- a) Evidence of delivery of registered mail.
- b) Mail delivered with proof of delivery.

RIBBON

- a) A bank of material charged with ink, or supplying ink, for the impression in a typewriter.
- b) Inked band for typewriters for calculation equipment.

ROUGH DRAFT

- a) A first attempt to get thoughts down on paper where they can be edited and improved.
- b) A typed copy that may be revised but will always be retyped for final copy.

ROUTING SLIP

- a) A tag or slip attached to correspondence or other material to direct it to an individual or individuals.
- b) A tag or slip listing individuals to receive material.

SALUTATION

- a) The word or phrase of greeting (as Gentlemen or Dear Sir) that conventionally comes immediately before the body of a letter.
- b) A greeting to person receiving a letter.

SECOND SHEETS
(Tissue)

- a) Thin paper used for carbon copies.
- b) Same.

SECONDARY GUIDE

- a) Subdivisions of the primary guides and are used to highlight certain types of information.
- b) A heavy card indicating a subdivision within a primary division.

REQUISITION

RESUME'

RETAIL PRICE

RETURN RECEIPT
REQUESTED

RIBBON

ROUGH DRAFT

ROUTING SLIP

SALUTATION

SECOND SHEETS
(Tissue)

SECONDARY GUIDE

- a) PRIMARY
- b) SECONDARY

SELECTRIC TYPEWRITER

- a) A typewriter that has no type bars; it has a printing head the size and shape of a golfball, and no carriage; the unit that carries the printing head moves across the paper.
- b) An electric typewriter with no moveable carriage.

SEMICOLON

- a) A mark of punctuation used to indicate a more distinct separation between parts of a sentence than that indicated by a comma.
- b) ;

SEMIMONTHLY

- a) Coming or made twice in a month.
- b) Twice a month.

SENIORITY

- a) Priority or precedence in age or service.
- b) Length of service.

SEPARATE COVER NOTATION

- a) Indicates that items have been sent separately from the letter.
- b) Same.

SHORTHAND

- a) A method of rapid handwriting using extremely simple strokes in place of letters often with other abbreviating devices.
- b) Method of writing by symbols representing basic sounds.

SNAP-OUTS

- a) Ready made carbon packs, usually forms, bound and perforated at one end.
- b) Pre-assembled carbon packs.

SOCIAL SECURITY NUMBER

- a) A permanent number assigned to each individual for identification purposes in employment and retirement.
- b) Same.

SORTING

- a) To arrange according to sort, kind, or class; separate into sorts, classify.
- b) Process of arranging records prior to filing.

SELECTRIC TYPEWRITER

SEMICOLON

SEMIMONTHLY

SENIORITY

SEPARATE COVER
NOTATION

SHORTHAND

SNAP-OUTS

SOCIAL SECURITY NUMBER

SORTING

- a) PRIMARY
- b) SECONDARY

SPACING

- a) The fixing or arranging of spaces.
- b) Area between typed words and lines.

SPECIAL DELIVERY

- a) Mail given immediate delivery from the post office to the addressee.
- b) Same.

SPIRIT MASTER

- a) A special glossy sheet of paper fastened to a backing sheet coated in carbon containing a reproducing dye for reproducing type on a fluid duplicating machine.
- b) The original sheet for duplicating on a fluid duplicator.

SPREAD

- a) To extend over a greater or a relatively great area, space, or period (often followed by "out") "to spread out handwriting."
- b) To space out.

SQUARE

- a) To find the equivalent of in square measure.
- b) Two dimensions.

STATEMENT

- a) An abstract of an account as one rendered to show the balance due.
- b) A form that shows the balance of a customer's accounts.

STATION-TO-STATION CALL

- a) A long distance call where charges begin immediately after the phone is answered.
- b) Same.

STATISTICAL

- a) Of, relating to, or dealing with statistics.
- b) Dealing with numbers.

STENCIL

- a) A thin sheet of cardboard or metal cut through in such a way as to reproduce a design or ornament when color is rubbed through it.
- b) A waxed sheet used for the mimeograph method of duplicating (ink process).

SPACING

SPECIAL DELIVERY

SPIRIT MASTER

SPREAD

SQUARE

STATEMENT

STATION-TO-STATION CALL

STATISTICAL

STENCIL

- a) PRIMARY
- b) SECONDARY

STENOGRAPH OR
STENOTYPE

- a) A keyboard instrument resembling a typewriter used in a system of phonetic shorthand.
- b) Machine shorthand.

STENOGRAPHER

- a) A person who specializes in taking dictation or in reporting.
- b) One who is required to use shorthand in her work.

STORE

- a) The state of being stored up, on hand, or in reserve.
- b) To file.

STRIKE A BALANCE

- a) To determine a balance.
- b) Same.

STRIKEOVER

- a) An act or instance of striking a typewriter character on a spot already occupied by another character.
- b) To type two letters in one space.

STYLUS

- a) A pointed instrument for writing on wax or other suitable surfaces.
- b) A tool for handwriting or drawing on a stencil.

SUBJECT LINE

- a) A means of headlining a key idea of the letter sometimes referred to as RE.
- b) A notation after the salutation of a letter in which the main topic of the letter is stated.

SUBSTITUTION CARD

- a) A tabbed card, usually colored, placed in a folder when single documents are borrowed. The word "OUT" is usually printed on the tab.
- b) A card placed in a file when a document is removed.

SUBTITLE

- a) A secondary or subordinate title of a literary work, usually of explanatory character.
- b) The second line of a title, usually giving additional meaning to the title.

STENOGRAPH OR
STENOTYPE

STENOGRAPHER

STORE

STRIKE A BALANCE

STRIKEOVER

STYLUS

SUBJECT LINE

SUBSTITUTION CARD

SUBTITLE

- a) PRIMARY
- b) SECONDARY

SUBTOTAL

- a) An interim or cumulative amount to which additional amounts may be added.
- b) A cumulative total to which more may be added.

SUPERVISOR

- a) One who supervises; a superintendent.
- b) One who directs work of another.

SYLLABLES

- a) A segment of speech uttered with a single impulse of air pressure from the lungs, and consisting of one sound of relatively great sonority.
- b) The parts of a word used for word division.

TAB

- a) A small flap, strap, loop, or similar appendage.
- b) A place on which to put a tag or label such as on a file folder.

TABLE

- a) An arrangement of words, numbers, or signs or combinations of them, as in parallel columns, to exhibit a set of facts or relations in a definite, compact, and comprehensive form.
- b) Material arranged in columns.

TABLE OF CONTENTS

- a) A list of items in a body of material listed by page number.
- b) Same.

TABULATION

- a) In tabular form.
- b) In columns.

TAKE HOME PAY

- a) The amount of net wages earned.
- b) Wages after deductions.

TAPE

- a) The ribbon of white paper on which a ticker prints quotations or news.
- b) The roll of paper on calculation equipment that lists the amounts and the calculation involved.

TARE

- a) The weight of a vehicle without cargo, passengers, etc.
- b) Basic weight of a vehicle.

SUBTOTAL

SUPERVISOR

SYLLABLES

TAB

TABLE

TABLE OF CONTENTS

TABULATION

TAKE HOME PAY

TAPE

TARE

- a) PRIMARY
- b) SECONDARY

TELEPHONE MESSAGE FORM

- a) A preprinted form that has spaces for common information regarding phone messages.
- b) A form for recording phone messages.

TEN-KEY ADDING MACHINE

- a) A calculation machine that has keys from 1 - 9 and one or more zero keys used mostly for adding and subtracting.
- b) An adding machine consisting of 10 basic keys that is easily operated by the touch method.

TERMS

- a) Propositions, limitations or provisions stated or offered for the acceptance of another and determining the nature and scope of the agreements; conditions.
- b) The payment and discount provisions on an invoice.

TICKLER

- a) A memorandum book or the like kept to refresh the memory as to appointments, payments due, etc.
- b) A reminder file.

TIME-AND-A-HALF

- a) The term used for overtime compensation.
- b) Regular hourly wages plus 1/2 of that rate for each hour worked overtime.

TITLE

- a) An appellation of dignity, honor, distinction or preeminence attached to a person or family by virtue of rank, office, precedent, privilege, attainment or lands.
- b) (1) Job description or classification.
(2) The heading on written material.

TOUCH-TONE TELEPHONE

- a) A telephone with buttons rather than a dial system.
- b) Push-button phone.

TRACE

- a) To ascertain by investigation; find out; discover.
- b) To search for.

TRANSCRIBE

- a) To make a copy of (dictated or recorded matter) in longhand or on a typewriter.
- b) To type from shorthand notes or machine dictation.

TELEPHONE MESSAGE FORM

TEN-KEY ADDING MACHINE

TERMS

TICKLER

TIME-AND-A-HALF

TITLE

TOUCH-TONE TELEPHONE

TRACE

TRANSCRIBE

- a) PRIMARY
- b) SECONDARY

TRANSCRIBING MACHINE

- a) A machine equipped with earpieces or headsets and plays dictated matter at a speed that allows a typist to transcribe letters and other materials into final form.
- b) Same.

TRAVEL ADVANCE

- a) An amount of money given to an employee who is to travel on company business to be used for his expenses.
- b) Money given before a business trip for expenses.

UPS (United Parcel Service)

- a) A method of sending parcels and packages other than U. S. mail.
- b) Same.

UNDERSCORE

- a) Verb: To mark with a line or lines underneath; underline.
Noun: A line drawn beneath something written or printed.
- b) To underline.

UNIT COST

- a) Price per item.
- b) Same.

UNIT PRICE

- a) Cost per item.
- b) Same.

VERIFY

- a) To ascertain the truth or correctness of, especially by examination or comparison.
- b) To check for accuracy.

VERTICAL FILE

- a) A device, as a cabinet, in which papers, etc., are arranged or classified for convenient reference.
- b) A filing cabinet with pull-out drawers as opposed to pull-out shelves.

VIA

- a) By way of.
- b) Same.

TRANSCRIBING MACHINE

TRAVEL ADVANCE

UPS (United Parcel
Service)

UNDERSCORE

UNIT COST

UNIT PRICE

VERIFY

VERTICAL FILE

VIA

- a) PRIMARY
- b) SECONDARY

VOIDING CHECK

- a) Writing the word "void" across the face of the check and the stub to indicate that the check and stub are not to be used; then filing the voided check into the cancelled-check file.
- b) Properly marking a check that is not to be used for any reason.

VOUCHER

- a) Any receipt or the like showing payment of a debt. The form for summarizing a transaction, listing the accounts to be debited, and for recording approvals needed for making a disbursement.
- b) A form that provides authority for a bookkeeping transaction.

WAGE

- a) That which is paid for work or services, as by the day or week; hire; pay.
- b) Earnings.

WHOLE NUMBER

- a) Any number of one or more.
- b) Same.

WHOLESALE PRICE

- a) The cost of goods to the retailer.
- b) Same.

WORD DIVISION

- a) Properly dividing words in order to have even right margins on a typed page.
- b) Same.

WITHHOLDING TAX

- a) Any amount deducted from wages in order to remit to federal or state tax collecting agencies.
- b) Same.

ZIP CODE

- a) A 5-digit number that represents a post office, typed after the state name.
- b) A 5-digit number to assist the post office in routing mail, typed after the state.

VOIDING CHECK

VOUCHER

WAGE

WHOLE NUMBER

WHOLESALE PRICE

WORD DIVISION

WITHHOLDING TAX

ZIP CODE
